GOVERNMENT OF INDIA
LABOUR
LOK SABHA

UNSTARRED QUESTION NO:1547
ANSWERED ON:02.08.2000
PROVIDENT FUND ADALAT
DR. KIRIT SOMAIYA

Will the Minister of LABOUR be pleased to state:

(a) whether the Government propose to start PF Adalat, OpenHouse at Provident Fund Offices in the States particularly in Maharashtra;

(b) if so, the details thereof;

(c) whether the Government have received complaints regarding delay in payment of Provident Fund particularly by Mumbai Provident Fund Office;

(d) if so, the details thereof; and

(e) the steps taken by the Government to improve the efficiency of Provident Fund Offices?

Answer

MINISTER OF STATE FOR LABOUR AND EMPLOYMENT (SHRI MUNI LALL)

(a) &(b): All regional Employees Provident Fund Offices including offices in Maharashtra are required to hold LokAdalats on 10th of every month for resolving grievances and disputes of complex nature.

(c): Yes, Sir.

(d): During the current financial year there were 2649 complaints out of which 2527 have since been resolved.

(e): In order to provide prompt service to the subscribers, a massive computerization programme has been launched in the EPF Organisation. A Central Action Plan has also been formulated for regular monitoring of settlement of PF claims. The grievance redressal machinery in the EPF Organisation has been strengthened and activated so as to ensure early settlement of PF claims.A statutory time limit of 30 days has been fixed for settlement of EPF claims complete in all respects.Facilitation centers have also been set-up in EPF offices to provide, inter-alia, to subscribers information in respect of their pending claims/complaints.